

Labor Exchange

Reset a Job Seeker's Password

Toolbox 2.0 Desk Aid

Workforce system staff process

Resetting a job seeker's password.

1. Staff will query the job seeker data base.
2. Staff will select the job seeker from the returned results.
3. Staff can then reset the job seeker's password.

Find a Job Seeker

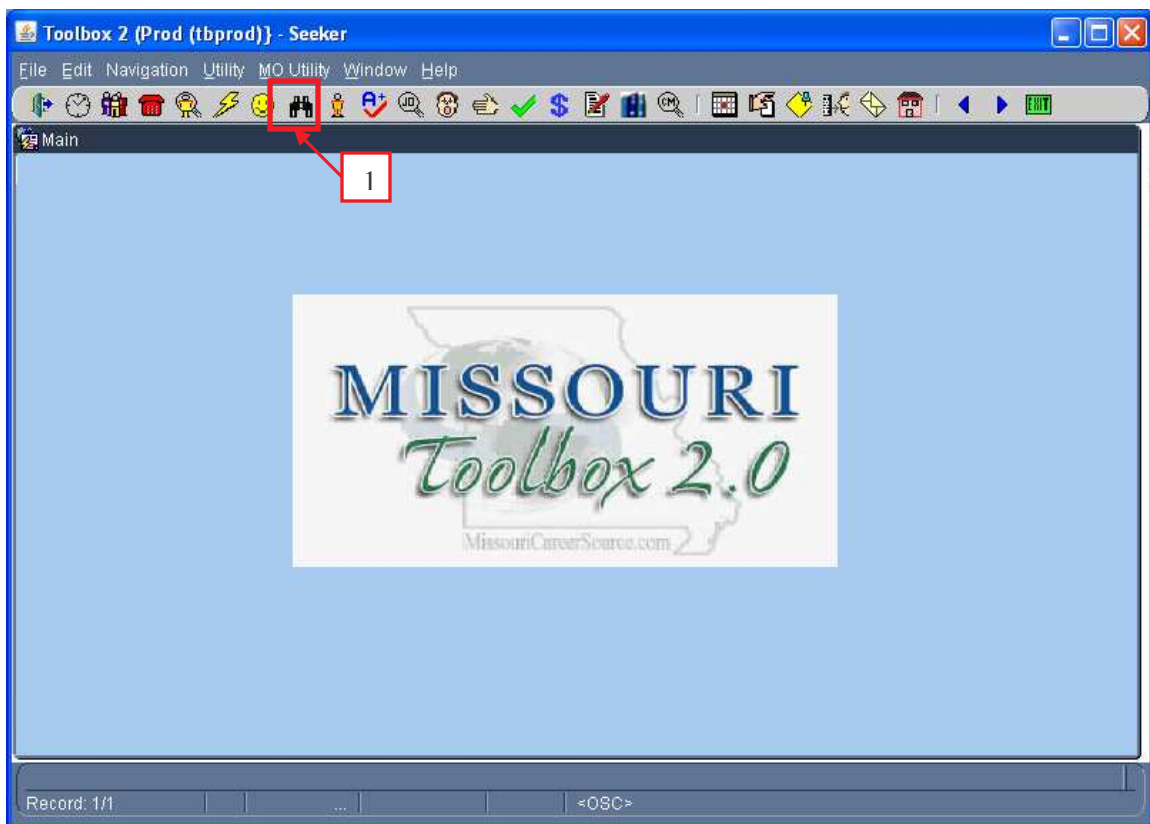



Figure #1: MissouriToolbox2.0 Main Screen

Step-by-Step:

1. Staff will query the job seeker data base. Click on Find Seeker  speed button on the speed button bar.

Toolbox 2 (Prod (tbprod)) - Seeker

File Edit Navigation Options Utility MO Utility Window Help

Seeker Screen - DWD TRAINER(### ## 4321) | No Primary Counselor Assigned

Find Seeker | Seeker Info | Des. Job Title | Edu/Cert | Work History | Referrals | Other | Scratch Pad | Svc Referral | Adv. Query

Search Criteria

SSN: Phone: 573

Name

Last: TRAINER

First: Middle:

App ID: DCN:

Web User Id:

Email:

Default Screen

☒ Seeker Info ☐ Referral History ☐ Assessment

☐ Desired Job Title ☐ Scratch Pad History ☐ Eligibility

☐ Education/Certificates ☐ Testing ☐ Funding

☐ Work History ☐ Service History ☐ Employment Plan

☐ Other ☐ Initial Interview ☐ Change History

Seeker Name	Status	Type	Address	City/State/Zip	DOB

Enter the last name of the seeker

Record: 1/1 ... <OSC>

Figure #2: Seeker Screen
Find Seeker Tab Screen

Step-by-Step:

- 1) Enter the job seeker's SSN, phone number, last and first name, app id, DCN, web user id or email address in the text boxes.
- 2) Click the Search button.

Selecting a Job Seeker

Toolbox 2 (Prod (tbprod)) - Seeker

File Edit Navigation Options Utility MO Utility Window Help

Seeker Screen - DWD TRAINER | No Primary Counselor Assigned

Find Seeker | Seeker Info | Des Job Title | Edu/Cert | Work History | Referrals | Other | Scratch Pad | Svc Referral | Adv. Query

Search Criteria

SSN: Phone: Name: Last: TRAINER First: Middle: App ID: DCN: Web User Id: Email: Search Partial Entry

Default Screen

- ☒ Seeker Info
- ☐ Desired Job Title
- ☐ Education/Certificates
- ☐ Work History
- ☐ Other
- ☐ Referral History
- ☐ Scratch Pad History
- ☐ Testing
- ☐ Service History
- ☐ Initial Interview
- ☐ Assessment
- ☐ Eligibility
- ☐ Funding
- ☐ Employment Plan
- ☐ Change History

Seeker Name	Status	Type	Address	City/State/Zip	DOB
TRAINER	I	S	515		01/01/19
TRAINER,	I	S	1397		02/01/19
TRAINER,	I	S	1507		04/13/19
TRAINER,	I	SP	4109		04/04/19
TRAINER,	A	SCP	101		07/10/19
TRAINER,	I	S	303		12/28/19
TRAINER,	A	S	1234		01/01/19
TRAINER,	I	SP	921		01/08/19
TRAINER,	I	SP	6722		06/28/19
TRAINER,	I	S	1002		11/13/19

Seeker's name
Record: 10/? <OSC>

*Figure #3: Seeker Screen
Find Seeker Tab Screen*

Step-by-Step:

- 1) Staff will select the job seeker from the returned results. Once a record has been located, double click on the record.

Reset Job Seeker's Password

Toolbox 2 (Prod (tbprod)) - Seeker

File Edit Navigation Options Utility MO Utility Window Help

Seeker Screen - DWD TRAINER(###-##-4321) | No Primary Counselor Assigned

Find Seeker | Seeker Info | Des Job Title | Edu/Cert | Work History | Referrals | Other | Scratch Pad | Svc Referral | Adv. Query

Name and Address Information:
Name: DWD TRAINER
Mailing Address: 1234 TRAINING LANE
Street Address:
Phone Numbers: Home: (573)555-1234 Cell: Work: Other:
JEFFERSON CITY MC 65101
Email: dwdtraining@ded.mo.gov

Personal Information:
Date of Birth: 01/01/1972 Age: 36 Gender: F Citizen: Y
☐ In School ☐ Disabled ☒ Searchable ☐ Share resume ☐ Displ. Homemaker ☐ Undoc. Alien ☐ Deceased
Alien Reg #: A LEP: ☐

Veteran Information:
Vet Status: N - None Transition:
☐ Recently Separated ☐ Served in Campaign ☐ Print on Summary (Resume) ☐ Service Ended by Disability ☐ Spouse Currently Deployed in Reserves or National Guard
Branch: ☐ Status Verified

Seeker Status:
Emp Exchange: Active Date: 04/15/08 Last Update: 04/16/08
Case Management: N/A Next Appt: Time:
UI Ben Year End Dt: Inactive Next Task:
App ID: 2306415867 Possible/Actual Enrollments:
DCN:

Services Provided:

Date	Type of Service	Employment Counselor
04/16/08	Job Development	KIM NICHOLS
04/15/08	Career Guidance	KIM NICHOLS

Source: KIM NICHOLS ☐ Partial Seeker ☐ Restricted ☐ Secondary Counselor

1 → **Web Info** **Save** **Cancel**

Seeker's first name
Record: 1/1 <OSC>

*Figure #4: Seeker Screen
Seeker Info Tab Screen*

Step-by-Step:

- 1) On the Job Seeker's Seeker Info screen, click on the Web Info button. The Web Info screen will display.

Toolbox 2 (Prod (tbprod)) - Seeker

File Edit Help

Seeker Screen - DVD TRAINER(###-##-4321) | No Primary Counselor Assigned

Find Seeker | **Seeker Info** | Des Job Title | Edu/Cert | Work History | Referrals | Other | Scratch Pad | Svc Referral | Adv. Query

Name and Address Information

DVD TRAINER

Mailing Address: 1234 TRAINING LANE

Street Address:

JEFFERSON CITY MC 65101

Phone Numbers

Home: (573)555-1234 Cell: Work: Other:

Bad Address Homeless Email: dvdtraining@ded.mo.gov

Personal Information

Date of Birth: 01/01/1972

Age: 36

Gender: F

Citizen: Y

Alien Reg #: A LEP:

Veteran Information

Vet Status: N - None Transition:

Recently Separated

Served in Campaign

Print on Summary (Resume)

Service Ended by Disability

Spouse Currently Deployed in Reserve

Branch:

Source: KIM NICHOLS

Restricted Partial Seeker Secondary Counselor

Seeker Status

Status: Active Date: 04/15/08 Last Update: 04/16/08

Emp Exchange: N/A

Case Management: N/A

UI Ben Year End Dt: Inactive

App ID: 2306415867

DCN:

Possible/Actual Enrollments:

WEB INFO

Web Username: DVDTRAINER

Reset Password Save Close

Employment Counselor

KIM NICHOLS

KIM NICHOLS

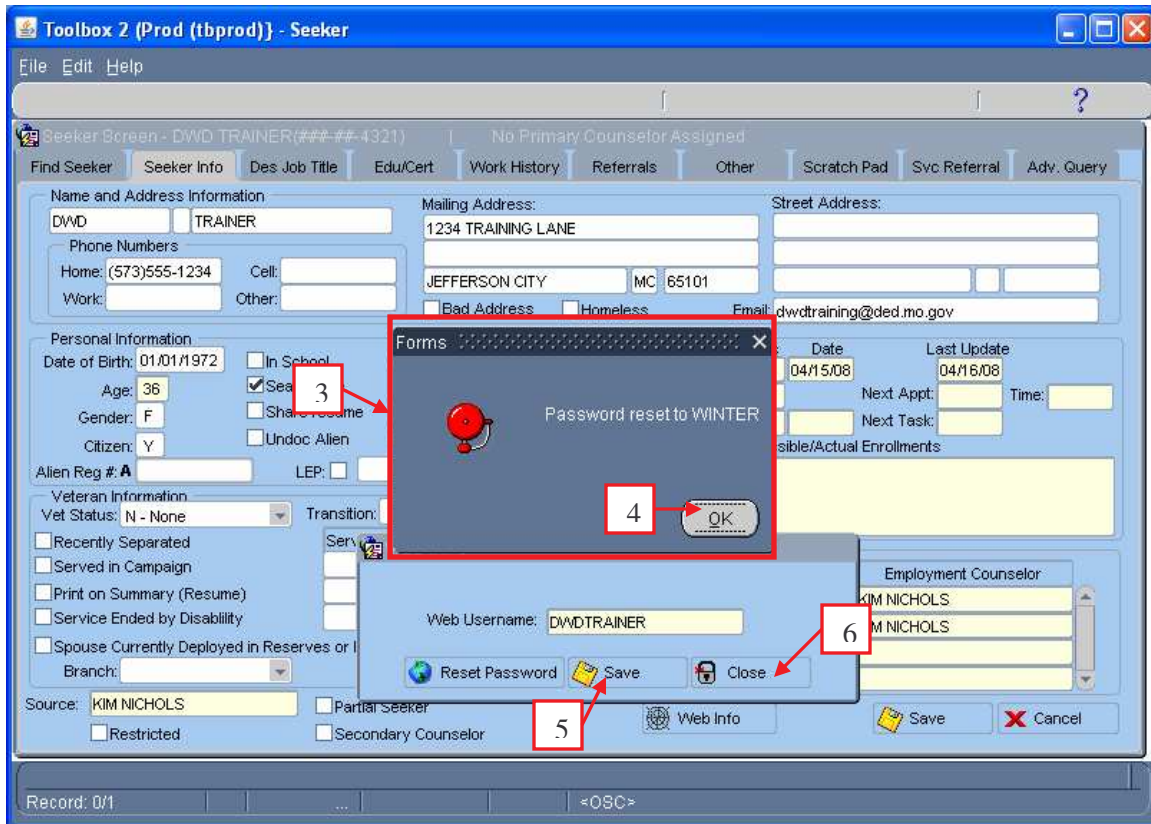
Save Cancel

Record: 1/1

<OSC>

**Figure #5: Seeker Screen
Web Info Pop-up Screen**

- 2) Click the Reset Password button.



**Figure #6: Seeker Screen
Forms Pop-up Screen**

- 3) The Password reset to WINTER popup displays.
- 4) Click the OK.
- 5) Then click the Save button and the job seeker's password has been reset to WINTER.
- 6) Click the Close button to close the Web Info Pop-up screen.